

July 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	0
#04	Didn't Keep Cust. Informed	0
#05	Agent Disconnected Caller	5
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	1
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	5
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	2
TOTAL		13
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	1
#25	Line Disconnected	0
#26	Garbled Message	3
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	2
TOTAL		6

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	2
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		2

TOTAL COMPLAINTS		21
OTHER CALLS		
#36	Branding/Database entry	12
#37	Request Directory Assistance	6
#38	Test Calls	39
#39	Instructions/General	139
#40	Send Information	15
#41	Billing Question	8
#42	Purchase TTY	43
#43	Referred to LEC	21
#44	Wanted Sprint Cust Svc	7
#45	Other	0
TOTAL		290
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		311

August 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	1
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	2
#04	Didn't Keep Cust. Informed	0
#05	Agent Disconnected Caller	5
#06	Poor Spelling	1
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	1
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	1
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	6
#18	Problem Answer Machine	1
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	3
TOTAL		21
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	1
#25	Line Disconnected	0
#26	Garbled Message	2
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	4
TOTAL		7

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	1
#34	Network Recording	1
#35	Other Miscellaneous Type:	0
TOTAL		2

TOTAL COMPLAINTS		30
OTHER CALLS		
#36	Branding/Database entry	16
#37	Request Directory Assistance	13
#38	Test Calls	45
#39	Instructions/General	184
#40	Send Information	17
#41	Billing Question	8
#42	Purchase TTY	39
#43	Referred to LEC	17
#44	Wanted Sprint Cust Svc	6
#45	Other	0
TOTAL		345
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		375

September 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	3
#03	Didn't Follow Cust. Instruct.	4
#04	Didn't Keep Cust. Informed	2
#05	Agent Disconnected Caller	3
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	1
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	2
#18	Problem Answer Machine	1
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	6
TOTAL		22
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	1
TOTAL		1

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		0

TOTAL COMPLAINTS		23
OTHER CALLS		
#36	Branding/Database entry	11
#37	Request Directory Assistance	5
#38	Test Calls	50
#39	Instructions/General	195
#40	Send Information	11
#41	Billing Question	10
#42	Purchase TTY	43
#43	Referred to LEC	22
#44	Wanted Sprint Cust Svc	16
#45	Other	0
TOTAL		363
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		386

October 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	1
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	2
#04	Didn't Keep Cust. Informed	3
#05	Agent Disconnected Caller	1
#06	Poor Spelling	2
#07	Typing Speed/Accuracy	3
#08	Poor Voice Tone	0
#09	Everything Relayed	1
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	1
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	0
#18	Problem Answer Machine	1
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	4
TOTAL		19
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	1
TOTAL		1

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	1
TOTAL		1

TOTAL COMPLAINTS		21
OTHER CALLS		
#36	Branding/Database entry	14
#37	Request Directory Assistance	5
#38	Test Calls	70
#39	Instructions/General	164
#40	Send Information	7
#41	Billing Question	7
#42	Purchase TTY	50
#43	Referred to LEC	21
#44	Wanted Sprint Cust Svc	7
#45	Other	0
TOTAL		345
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		366

November 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	1
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	3
#04	Didn't Keep Cust. Informed	0
#05	Agent Disconnected Caller	4
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	3
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	5
TOTAL		16
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	3
TOTAL		3

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		0

TOTAL COMPLAINTS		19
OTHER CALLS		
#36	Branding/Database entry	6
#37	Request Directory Assistance	4
#38	Test Calls	69
#39	Instructions/General	135
#40	Send Information	17
#41	Billing Question	5
#42	Purchase TTY	36
#43	Referred to LEC	19
#44	Wanted Sprint Cust Svc	7
#45	Other	0
TOTAL		298
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		317

December 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	2
#03	Didn't Follow Cust. Instruct.	7
#04	Didn't Keep Cust. Informed	6
#05	Agent Disconnected Caller	5
#06	Poor Spelling	1
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	1
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	1
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	5
#18	Problem Answer Machine	1
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	3
TOTAL		32
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	0
TOTAL		0

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		0

TOTAL COMPLAINTS		32
OTHER CALLS		
#36	Branding/Database entry	7
#37	Request Directory Assistance	7
#38	Test Calls	39
#39	Instructions/General	171
#40	Send Information	17
#41	Billing Question	6
#42	Purchase TTY	34
#43	Referred to LEC	13
#44	Wanted Sprint Cust Svc	6
#45	Other	0
TOTAL		300
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		332

January 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	1
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	3
#04	Didn't Keep Cust. Informed	2
#05	Agent Disconnected Caller	5
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	3
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	1
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	0
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	3
TOTAL		18
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	0
TOTAL		0

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		0

TOTAL COMPLAINTS		18
OTHER CALLS		
#36	Branding/Database entry	7
#37	Request Directory Assistance	9
#38	Test Calls	50
#39	Instructions/General	156
#40	Send Information	18
#41	Billing Question	9
#42	Purchase TTY	39
#43	Referred to LEC	19
#44	Wanted Sprint Cust Svc	6
#45	Other	0
TOTAL		313
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		331

February 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	2
#03	Didn't Follow Cust. Instruct.	1
#04	Didn't Keep Cust. Informed	0
#05	Agent Disconnected Caller	5
#06	Poor Spelling	1
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Fo	1
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	1
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	0
TOTAL		11
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	1
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	1
TOTAL		2

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	1
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		1

TOTAL COMPLAINTS		14
OTHER CALLS		
#36	Branding/Database entry	6
#37	Request Directory Assistance	7
#38	Test Calls	74
#39	Instructions/General	149
#40	Send Information	7
#41	Billing Question	5
#42	Purchase TTY	32
#43	Referred to LEC	28
#44	Wanted Sprint Cust Svc	3
#45	Other	0
TOTAL		311
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		325

March 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	2
#04	Didn't Keep Cust. Informed	0
#05	Agent Disconnected Caller	4
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	1
#09	Everything Relayed	1
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	2
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	1
TOTAL		11
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	1
#25	Line Disconnected	0
#26	Garbled Message	1
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	0
TOTAL		2

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		0

TOTAL COMPLAINTS		13
OTHER CALLS		
#36	Branding/Database entry	8
#37	Request Directory Assistance	5
#38	Test Calls	42
#39	Instructions/General	149
#40	Send Information	13
#41	Billing Question	7
#42	Purchase TTY	29
#43	Referred to LEC	13
#44	Wanted Sprint Cust Svc	0
#45	Other	0
TOTAL		266
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		279

April 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	2
#03	Didn't Follow Cust. Instruct.	3
#04	Didn't Keep Cust. Informed	0
#05	Agent Disconnected Caller	3
#06	Poor Spelling	1
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	1
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	1
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	2
#18	Problem Answer Machine	1
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	2
TOTAL		16
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	1
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	0
TOTAL		1

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		0

TOTAL COMPLAINTS		17
OTHER CALLS		
#36	Branding/Database entry	10
#37	Request Directory Assistance	5
#38	Test Calls	63
#39	Instructions/General	133
#40	Send Information	12
#41	Billing Question	7
#42	Purchase TTY	29
#43	Referred to LEC	14
#44	Wanted Sprint Cust Svc	1
#45	Other	0
TOTAL		274
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		291

May 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	1
#03	Didn't Follow Cust. Instruct.	0
#04	Didn't Keep Cust. Informed	0
#05	Agent Disconnected Caller	1
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	1
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	2
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	5
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	1
TOTAL		11
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	1
#25	Line Disconnected	2
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	2
TOTAL		5

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		0

TOTAL COMPLAINTS		16
OTHER CALLS		
#36	Branding/Database entry	10
#37	Request Directory Assistance	13
#38	Test Calls	26
#39	Instructions/General	158
#40	Send Information	10
#41	Billing Question	5
#42	Purchase TTY	41
#43	Referred to LEC	28
#44	Wanted Sprint Cust Svc	1
#45	Other	0
TOTAL		292
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		308